

It's what MDOT MTA stands for, and that doesn't stop when severe weather starts. So above all else, we do what's needed to make sure that you, our employees, facilities and equipment continue to stay safe no matter what the challenge, even if we have to curtail some or all levels of service. In that case, we'll provide as much advance notice as possible.

We are committed to offering world-class customer service in all kinds of conditions because we recognize the impact that it has on your transit experience.

Among other things, that means conveying information to you as accurately and as quickly as possible on as many communication platforms as practical.

- Online (website and social media)
- Email and text alerts direct to your phone
- Radio
- Television
- Transit Team reports on WTTZ-FM 93.5
- Transit Information Contact Center help by phone at 410-539-5000

No matter what the weather, the MDOT MTA website at mta.maryland.gov contains the most up-to-date information, with confirmed service changes posted there first, then posted to all other information platforms.

- Allow extra time for travel and dress warmly in case your bus or rail vehicle is delayed because of the weather and traffic.
- Don't run to catch your ride! While MDOT MTA regularly clears and salts rail platforms, walkways and parking areas, MDOT MTA does not "own" bus stops or the area around them. Local jurisdictions are responsible for clearing snow from the sidewalks and streets adjacent to the stops. Walk carefully to avoid hidden patches of ice.
- CityLink, LocalLink and Express BusLink routes may be altered and limited to larger streets during severe weather until smaller streets have been plowed or conditions improve.
- When conditions are wet and temperatures are freezing or below, Light RailLink and Metro SubwayLink vehicles are typically deployed to run without passengers throughout the night to keep tracks clear of snow buildup and/or to maintain vigilance against ice buildup on tree branches and overhead lines.
- Commuter Bus service that has been eliminated for the morning commute will not operate in the afternoon. MDOT MTA takes its cues from the U.S. Office of Personnel Management to determine schedule modifications in case of early release of workers due to severe weather.
- MARC Train Service operates under the "R" schedule during periods of predicted heavy and prolonged snowfall.
- MobilityLink Service may be limited to medical emergencies in cases of severe weather. Please call 410-764-8181 to cancel or check on the status of your ride.

Transit Information Contact Center
(Mon-Fri., 6 a.m.-7 p.m.)
410-539-5000

Toll-Free
1-866-RIDE-MTA (743-3682)

MARC Train
1-800-325-RAIL (7245)

TTY
410-539-3497

Mobility Paratransit
410-764-8181

MDOT MTA Police (24/7)
410-454-7720

Customer Comment Line
410-333-2354

For more information, or to request this document in an alternate format or translated into another language, please contact the department listed below.

Para mayor información o para solicitar este documento en un formato alternativo o traducido a otro idioma, por favor contacte el departamento enlistado abajo.

欲了解更多信息或欲索取另一种格式或译成其它语言的本文档，请联系下列部门。

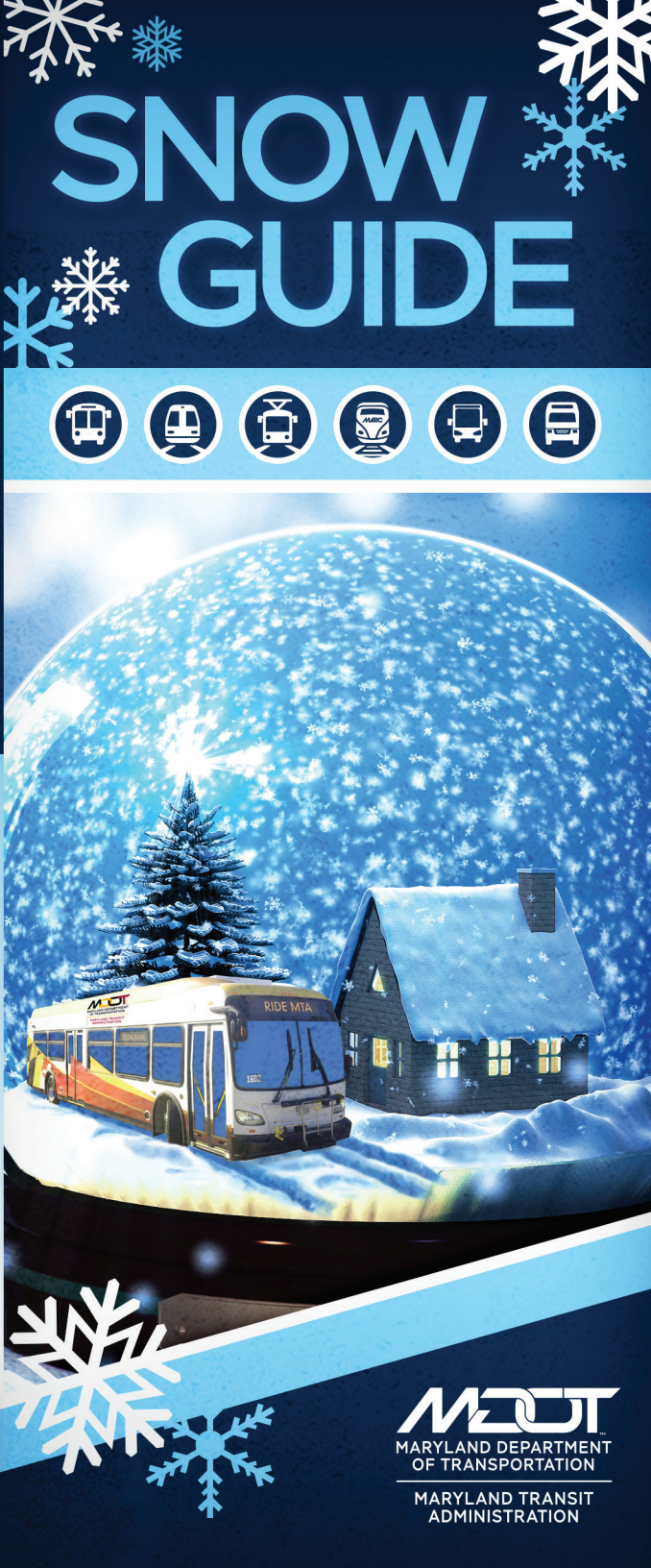
Pour plus d'informations, ou pour obtenir ce document sous un format différent ou traduit dans une autre langue, veuillez contacter le département indiqué ci-dessous.

더 자세한 정보가 필요하시거나, 이 문서에 대한 다른 형식의 복사본 또는 다른 언어로 번역된 복사본이 필요하시면 아래 기재된 부서로 문의하시기 바랍니다.

Para sa higit na impormasyon, o para hilingin ang dokumentong ito na nasa panghaliling format o nakasaling-wika sa iba pang wika, mangyaring kontakin ang depertamentong nakalista sa ibaba.

Для получения дополнительной информации или запроса этого документа в альтернативном формате либо в переводе на другой язык, просьба связаться с указанным отделом.

MDOT MTA Transit Information Contact Center
410-539-5000 • 866-743-3682 • TTY 410-539-3497
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KNOW BEFORE YOU GO



When you're headed out the door, you may not always have time to check the latest reports before you leave. That's why MDOT MTA makes its service reports available on all mobile phones, including those that are voice and text-only.

Email/Text

Receive both email and text message alerts for all MDOT MTA service modes. You can even customize your own alert by choosing the service type, station, routes and lines as well as service times and dates. To get started visit mta.maryland.gov/enotifications.

Online at mta.maryland.gov

You'll find the most current source of information regarding MDOT MTA service at mta.maryland.gov. Scroll down to access specifics regarding service delays for your particular mode(s) of transit.

Social Media

During times of severe weather, MDOT MTA makes a point of communicating with our customers even more frequently than usual on social media. Here's where to find us:

Facebook

facebook.com/mtamaryland

Twitter

twitter.com/mtamaryland

YouTube

youtube.com/themtamaryland

Instagram

instagram.com/mtamaryland

LinkedIn

linkedin.com/company/MTAMaryland



WTTZ-FM 93.5

The MDOT MTA radio station WTTZ-FM 93.5 is the most comprehensive over-the-air source of transit, traffic and weather information in the Baltimore region, covering most of our local service area. The smooth jazz format and frequent information updates are also featured on MDOT MTA's rail platforms.



MDOT MTA Transit Team Network Stations

WCAO	600 AM
WEAA	88.9 FM
WERQ	92.3 FM
WFMD	930 AM
WHFC	91.1 FM
WICL	95.9 FM
WJZ	105.7 FM
WLIF	101.9 FM
WLTF	97.5 FM
WMET	1160 AM
WMVK	107.3 FM
WNAV	1430 AM
WOLB	1010 AM
WRNR	740 AM
WTHU	1450 AM
WTOP	103.5 FM
WTTZ	93.5 FM
WWIN	95.9 FM
WWMX	106.5 FM
WYPR	88.1 FM
WBAL-TV	Channel 11
WBFF-TV	Channel 45
WUSA-TV	Channel 9

Information airs more frequently when the weather has a significant impact on MDOT MTA service.

Get Mobile.
Go Faster.
Transfer Free.*

Download CharmPass.
Your New Way to Pay.



GET IT ON Google Play

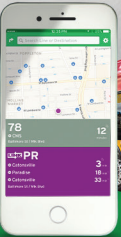
Download on the App Store

*TRANSFER FREE: one-way fare valid for 90 minutes across Local Bus, Light RailLink and Metro SubwayLink service. Only available with CharmPass and CharmCard.

YOUR RIDE IN
REAL TIME.



BALTIMORE
LINK



Download Transit App and know where your bus is at all times.

GET IT ON Google Play

Download on the App Store